

ATTENTION: CAP members taking AFIADL courses

## New procedures from the Air Force Institute for Advanced Distributed Learning (AFIADL)

As of 1 January 2005, the Air Force Institute for Advanced Distributed Learning (AFIADL) no longer responds to requests for assistance made on the AFIADL Form 17. *The only AFIADL Form 17s that will continue to be processed are requests for INSTRUCTIONAL INQUIRIES to be forwarded by AFIADL to the course author.*

Students will use the AFIADL Customer Help Desk web site to request course exams, materials, records, change of address, extend course completion date or other services.

**Use the following procedure:**

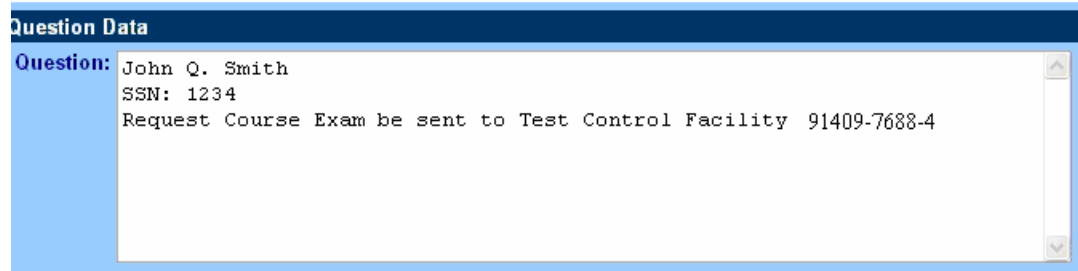
1. Go to the AFIADL Customer Support web site: <http://afiadl.custhelp.com>

The screenshot shows the 'Ask a Question/Request' form on the AFIADL Customer Support web site. The form has a blue header with tabs for 'Answers', 'Ask a Question/Request', 'My Questions/Answers', and 'Help'. Below the header, there are several sections: 'Identification' with a 'User ID' field (with a note to enter email address if no user ID), 'Question Data' with a large 'Question' text area, 'Additional Information' with 'Categories' and 'Branch of Service' dropdowns, and 'Attach Documents to Question' with a 'Browse...' button. At the bottom, there is a 'Submit Question' button.

2. Click on the “Ask a Question/Request” tab.
3. In the “User ID” text entry block, enter your e-mail address.

This is a close-up of the 'User ID' field in the 'Identification' section of the form. It shows a text entry box with the label 'User ID:' and a note '(enter email address if you do not have a user ID)'.

4. For example: if you want to request a course exam, in the “Question Data” block, enter your full name, last four digits of your Social Security Number (SSN), and request the course exam be sent to the **Test Control Facility Shred Code** established for your wing. Visit: <http://cap.gov/pd>, then click the AFIADL link to find the current shred code for you wing.

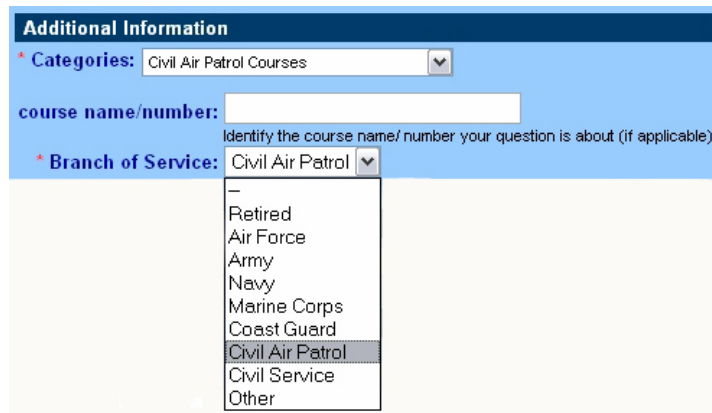


**Question Data**

**Question:** John Q. Smith  
SSN: 1234  
Request Course Exam be sent to Test Control Facility 91409-7688-4

**Caution: This is not a secure website. Do not include your full Social Security Number** in any correspondence being sent to this website. Use only the last four digits of your SSN.

5. In the “Categories” block, select “Civil Air Patrol courses” from the drop-down list.
6. In the “Course Name/Number” block, enter the course name and AFIADL course number. Example: CAP Senior Officer Course 00013. In the “Branch of Service” block, select “Civil Air Patrol” from the drop-down list.



**Additional Information**

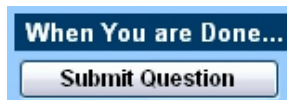
\* **Categories:** Civil Air Patrol Courses

**course name/number:**   
Identify the course name/ number your question is about (if applicable)

\* **Branch of Service:** Civil Air Patrol

- Retired
- Air Force
- Army
- Navy
- Marine Corps
- Coast Guard
- Civil Air Patrol
- Civil Service
- Other

7. When you have completed the form, click “Submit Question.” AFIADL will respond with an e-mail to confirm your request. AFIADL will mail the course exam to your wing’s Test Control Officer, where it will be forwarded to your unit’s Test Control Officer.



**When You are Done...**

**Submit Question**

If you need further assistance, please contact Ms. Jennifer J. Carroll at:

Toll free: (877) 227-9142, Ext. 210

[jcarroll@cap.gov](mailto:jcarroll@cap.gov)

Commercial: (334) 953-5798 (DSN 493.5798).